

National Aeronautics and
Space Administration
NASA Shared Services Center (NSSC)
Building 1111
Stennis Space Center, MS 39529-
6000



April 15, 2009

Reply to Attn of: Procurement Division

Computer Sciences Corporation
Attn: Jan Kellet
NASA Shared Services Center
Building 1111
Stennis Space Center, MS 39529

Subject: Letter Request for Proposal (RFP) for Contract NNX05AA01C Change Order #28
Ref: FAR 52.243-2 Changes Cost Reimbursement (APR 1984)

NASA has requirements to make revisions which will result in modification(s) to the referenced Contract. As such, it is requested that Computer Sciences Corporation submit a proposal for incorporation of the following changes to the Contract.

Contract Changes:

It is requested that a cost proposal be submitted for the Tier 0/1 Enterprise Service Desk (ESD) and the Enterprise Service Request System (ESRS). This project falls within the general scope and will be incorporated under WBS 3.8.3 and 3.8.4.

1. Purpose: To implement and provide Tier 0/1 helpdesk services and to implement and manage an enterprise service request system for the Agency's I3P contracts.
2. Description: The scope of work includes implementing and providing Tier 0/1 service desk functions currently performed by the ODIN and NISC help desks as these contracts are replaced by the I3P contracts and developing, implementing and managing a system for ordering services under all of the I3P contracts.
3. Requirements – The following PWS language will be incorporated into the contract as 3.8.3 and 3.8.4:

3.8.3 Enterprise Service Desk (ESD)

The SP shall provide Tier 0/1 Enterprise Service Desk support in accordance with contract Attachment J-21, Enterprise Service Desk and Enterprise Service Request System Performance Work Statement. Costs associated with this support shall be tracked as follows:

3.8.3.1 ESD Tier 0/1 Operational Costs

3.8.3.2 ESD Support Systems Management Operations Costs

3.8.3.3 ESD Service Integration Management Operations Costs

3.8.3.4 ESD Transition Costs

3.8.4 Enterprise Service Request System (ESRS)

The SP shall provide Enterprise Service Request System support in accordance with contract Attachment J-21, Enterprise Service Desk and Enterprise Service Request System Performance Work Statement. Costs associated with this support shall be tracked as follows:

3.8.4.1 ESRS Operations Costs

3.8.4.2 ESRS Transition Costs

4. Cost: Please provide a cost proposal that addresses each of the WBS areas described in Section 3 above. A model pricing template is provided as an attachment to this RFP to assist in formulating the cost proposal. All efforts at leveraging existing NSSC or NASA resources should be made to reduce the total cost of this effort.

5. Proposal: Please submit a cost proposal broken out by WBS/contract year. The proposal shall clearly show all labor rates and any associated ODC costs with supporting documentation. If subcontractors are proposed, unsuppressed cost proposals should be submitted to the Government by those subcontractors. The proposal shall also contain a narrative section explaining how the SP intends to meet the requirements set forth in the PWS language. **In addition, a revised total contract summary and monthly phasing plan shall be submitted.**

6. Questions: Because of the complexity of this effort, it is anticipated that there will be many questions and requests for clarification from the SP. In order to address these as quickly as possible, the SP is requested to submit its initial list of questions/clarification no later than 12:00 on Friday April 24th. The Government will review the questions, draft responses and schedule a meeting with the SP no later than Thursday April 30th to discuss each item. Additional meetings will take place as often as needed to ensure the first technical/cost proposal represents a valid starting point for negotiations.

7. Additional Requirements: Because of the integration requirements for the I3P contracts and the interest expressed by industry, the following shall apply:

a. No proprietary markings – All information, except CSC business sensitive cost data, shall be releasable to the public. This includes technical approaches, system documents, progress reviews, RFP questions and answers, etc. All of this information, along with this RFP and its attachments, will be placed on the I3P web site so that the public has full access and transparency.

b. In accordance with the OCI Addendum submitted by CSC on February 3, 2009 and the e-mail responding to that addendum sent by the Government CO on February 5, 2009, please submit an updated OCI plan that specifically addresses the items in those two documents.

8. Due Date: The proposal is due no later than June 15, 2009. Electronic submission is acceptable.

It is contemplated that your proposal, if acceptable to the Government, will be negotiated pursuant to the Federal Acquisition Regulations and is anticipated to result in award of a Modification(s) to the above referenced Contract.

If you have any questions concerning any of the aforementioned, please feel free to contact me at (228) 813-6022 or mark.w.chadwick@nasa.gov.

Sincerely,



Mark W. Chadwick
Contracting Officer

Copy to:

NSSC
- K. Newton

Attachments

- (1) Contract Attachment J-21 Enterprise Service Desk and Enterprise Service Ordering System Performance Work Statement
- (2) Technical Exhibit 1 – Performance Workload Data
- (3) Technical Exhibit 2 – Performance Requirements (will be incorporated into Contract TE-4)
- (4) Technical Exhibit 3 – DRDs (will be incorporated into Contract TE-2)
- (5) Technical Exhibit 4 – Transition
- (6) Example Pricing Template
- (7) ESD/ESRS Timeline